

PTO/SB/08a (08-03)

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		Application Number	10/776,619		
		Filing Date	February 12, 2004		
		First Named Inventor	Suresh R. BABU		
		Art Unit	3629		
		Examiner Name	To be assigned		
Sheet	1	of	1	Attorney Docket Number	11884/407501

U.S. PATENT DOCUMENTS					
Examiner Initials *	Cite No. <sup>1</sup>	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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DR		SAP Solution Brief, "mySAP™ CRM SERVICE," 2003, 8 pp.	
DR		"Complaints & Returns Management," <a href="http://www.sap.com/businessmaps/F12C8D95CB6D405B885C3DB491E85427.htm">http://www.sap.com/businessmaps/F12C8D95CB6D405B885C3DB491E85427.htm</a> , April 1, 2004, 2 pp.	
DR		Complaint Handling & CAPA Software Solutions, "New Atlas RM," <a href="http://www.brighaminc.com/rm.html">http://www.brighaminc.com/rm.html</a> , April 1, 2004, 3 pp.	
DR		Syncata - Automotive Consulting Services, "Automotive and Industrial Manufacturing Practice," <a href="http://www.syncata.com/content/AutoPractice.asp?menu=0">http://www.syncata.com/content/AutoPractice.asp?menu=0</a> , April 1, 2004, 4 pp.	
DR		NetRegulus - Enterprise Software for Regulatory, Quality and Clinical Data Management, "NetRegulus V6™," <a href="http://www.netregulus.com/">http://www.netregulus.com/</a> , April 1, 2004, 2 pp.	
DR		Sasha Banks-Louie et al., "Code TREAD," ActionLINE, September 2003, 2 pp.	

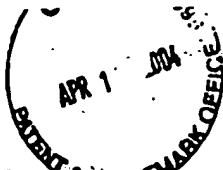
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Sheet 2 of 2

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DR		Customer Expressions, News Release, February 15, 2004, Customer Complaint Management in the Banking Sector: Best Practices by Customer Expression, Executive Canada, John Kiska, MBA, CMA, <a href="http://www.customereexpressions.com/CEX/CEXWeb.nsf/News-Best-Practices?OpenPage">http://www.customereexpressions.com/CEX/CEXWeb.nsf/News-Best-Practices?OpenPage</a> .	
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